



May 31, 2007

Ellen Rhoads
Contract Manager, West Region
SPRINT
2001 Edmund Halley Drive
Mailstop: #VARESP1010
Reston, Virginia 20191

Subject: Sprint Agreement #03PS5315 (CRS II – CCS)
1-Year Extension of Authorization for Sprint to Provide Captioned Telephone
(CapTel) Services in *Expanded Field Trial*

Dear Ms. Rhoads:

This amendment extends by one year the Authorization for Sprint to provide captioned telephone (CapTel) services through an expanded field trial (EFT). The current CapTel EFT expires at the end of the State's 2006-2007 fiscal year. This amendment extends that Authorization for one year through the end of the State's 2007-2008 fiscal year pursuant to the terms of that Authorization dated April 25, 2005 (attached for your reference).

The CapTel EFT Authorization is modified to include certain waiver requests that acknowledge differences between the CRS II – CCS contract and the nature of CapTel services. The parties understand that the attached waiver list is neither exhaustive nor complete. The parties agree to discuss additional inconsistencies between CapTel services and the CRS II – CCS contract as they become evident, with the intention of amending this waiver list as necessary.

This one year extension is to be effective 7/1/07 through 6/30/08. Thank you for Sprint's continued efforts on behalf of California's relay consumers.

Sincerely,

Jack Leutza
Director
CPUC- Communications Division

Paul Clanton
Executive Director
California Public Utilities Commission

Sprint hereby accepts the terms and conditions of this authorization:

Signature

Contract Manager

Title

6-29-07

Date

cc: H. Mickiewicz, CPUC

M. Amato, CPUC

L. Gustafson, CPUC

L. Tan-Walsh, CPUC

R. Smith, CPUC

S. Bergum, CCAF

D. Weiss, CCAF

Bill Stobbe, Mission Consulting

Barbara Garcia, Sprint CRS II Project Manager

John Moore, Sprint

Michael Baer, Sprint

This waiver list is neither exhaustive nor complete and is the basis for discussion about additional inconsistencies between CapTel services and the CRS II – CCS contract as they become evident, with the intention of amending this waiver list as necessary.

| Reference Numbers | Waiver Requested | Reason for Waiver | Effect of Updated Language |
|-------------------|--|--|---|
| 6.3.5.3.d | No charge for calls to customer service | There is no automatic mechanism to differentiate calls to CapTel customer service from other calls using the CapTel service. Based on a manual analysis of Customer Service calls over a 3 month period, Sprint will work with the CPUC to develop a mutually agreeable method to offset any charges incurred for Customer Service calls going forward. In the interim, Sprint can provide the State with a monthly credit in the amount of \$750 to offset such charges. This amount will be provided in lieu of reimbursement for actual Customer Service calls. | A waiver is being requested until such time as Sprint and the CPUC can mutually agree on a method calculating data for this requirement |
| 6.3.6.1 | Start Time of call will occur when the calling party is connected to called party or to an answering machine | This requirement does not match CapTel service functionality. With the 2 line CapTel service Sprint offers, the end user controls whether calls are placed with or without captioning. Charges for CapTel service begin when CapTel functionality is turned on by the user and end when the call is disconnected or when the end user turns off captioning. | Clarification of language |
| 6.3.31.4 | Provide agents with California specialized training for spelling, pronunciation and abbreviations | CapTel provides the Communication Assistants and systems that support its service. Sprint will provide feedback to CapTel to improve quality concerns shared by the CPUC, but cannot anticipate CapTel's responsiveness. | Sprint has agreed to provide feedback to CapTel. |
| 6.3.36.2 | Provide Customer Service 24 hours a day | CapTel provides English and Spanish speaking customer service operators between the hours of 8:00am and 5:00pm CST which equates to 6:00 am to 3:00 pm PDT/PST, Monday to Friday (excluding holidays). Outside of those hours, customers may leave messages for CapTel responses during the next business day. Sprint has recommended CapTel extend its customer service hours for the convenience of customers in the Pacific time zone and will continue to pursue the subject going forward. | Clarification of language and addition of PST equivalent hours |
| 6.3.39 | Websites shall conform to W3C's or Double-A or better | The website and content are CapTel owned. To better meet the needs of California customers, Sprint and CapTel are reviewing the possibility of incorporating the CapTel information on the compliant Sprint-CRS.com in the future. | Clarification of language and agreement to investigate possibility of hosting CapTel information on Sprint's site. |
| 6.3.10 | Shall report ASA in daily and four hour increments | At this time, CapTel only reports on a daily basis. Sprint has advised CapTel about this requirement but requires a waiver until CapTel makes these reports available. | Clarification of language |
| 6.3.19.2b | Operator Database shall include 30 frequently dialed numbers | Calls are placed directly by CapTel users, not by the CapTel Communication Assistant, so there are no frequently-dialed numbers stored in the CapTel database. Current CapTel devices offer users the ability to store up to 3 numbers. | Clarification of language |
| 6.3.6.3 | Provide free Intrastate Relay Calls | The CapTel service being offered by Sprint differs from traditional relay service by providing users with 2 active lines. Neither Sprint nor CapTel have control over or visibility to the placement of interstate or intrastate calls; CapTel simply hears and captions the call recipient's side | Clarification of language |

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| | | of the conversation. | |
| 6.3.9.1 | Provide Speed of answer with ASA by Abandoned by Modality | As clarification, Sprint has previously committed to provide ASA by Modality (English/Spanish) by July 14, 2007. | Clarification of language and specific date to provide |
| 6.3.22 | Shall provide credit for wrong numbers or poor call transmission | With CapTel service, the end user controls all aspects of the call. Neither Sprint nor CapTel control the number being dialed or the quality of the lines being provided by the voice service carriers. | Clarification of language |
| 6.3.26.1.d | Shall allow agent capability to override capability of database blocks | CapTel Communications Assistants do not have the ability to control the placement of calls using the CapTel device. Only CapTel Customer Service has the capability to override blocks. | Clarification of language |
| 6.3.30.5 and 6.3.26.2.d | Shall provide Spanish-English translation | CapTel technology only provides captioning of telephone calls for the subscriber. The CapTel Communications Assistant does not play a two-way role and therefore cannot offer translation services. | Clarification of language and consolidation of duplicate requirements |
| 6.3.5.3.d | Provide TTY, STS, VRS,SRO | Due to an FCC waiver, CapTel equipment can connect to 711 service but completes the call in a voice carry-over mode without captioning functionality. | Clarification of language |
| 6.3.6.2 | Provide Collect calls | As clarification, CapTel devices and the CapTel Communications Assistants have no impact on the user's ability to place or receive collect calls. | Clarification of language |
| 6.3.6.2 | Provide Person-Person Calls | CapTel calls are by their nature person-to-person in that an end user dials the recipient's number. The Communication Assistant simply provides captioning. | Clarification of language |
| 6.3.6.2 | Provide non coin sent - paid calls | CapTel equipment is a required element of the service and is not currently available to place coin sent (payphone) calls. | Clarification of language |
| 6.3.10 | Shall answer Voice calls within 3.3 seconds | CapTel offers a speed of answer of 10 seconds or less for 85% of the calls on a daily basis. | No change |
| 6.3.10 | Shall answer Spanish (Voice and TTY) calls within 3.3 seconds | CapTel offers a speed of answer of 10 seconds or less for 85% of the calls on a daily basis. | No change |
| 6.3.19.6 and 6.3.31.5 | Shall connect requests to Customer Service without requiring user to hang up | CapTel service differs from traditional relay service in that it does not involve agent interaction. The service simply provides captioning for the subscriber. Users must call Customer Service directly because the CapTel Communications Assistant cannot redirect the call. | Clarification of language and consolidation of duplicate requirements |
| 6.3.20 | Shall be able to override Carrier of Choice profile choice if requested for a single call | Subscribers can change their Carrier of Choice via their equipment or by calling a dial-around (1010XXX) on a call by call basis. CapTel Communications Assistants have no ability to change the carrier of choice. | Clarification of language |
| 6.3.20 | Shall provide the Call Agent the ability to override Customer Data Base Choice of Carrier selection if user requests | Subscribers can change their Carrier of Choice via their equipment or by calling a dial-around (1010XXX) on a call by call basis. CapTel Communications Assistants have no ability to change the Carrier of Choice. | Clarification of language |
| 6.3.20 | Shall inform the user if | Since subscribers place calls directly, CapTel | Clarification of language |

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| | Choice of Carrier requesting is not available | Communications Assistants have no visibility to the Carrier of Choice. | |
| 6.3.25.1 | Voice «» VoIP calls | This type of call is possible for CapTel subscribers using their devices with a PSTN connection. If the CapTel subscriber uses a VoIP service, CapTel cannot guarantee the ability to provide captioning to a subscriber's VoIP-connected device. | Clarification of language |
| 6.3.25.1 | VoIP «» VoIP calls | CapTel cannot guarantee a subscriber's ability to connect to the service in a VoIP to VoIP scenario. | Clarification of language |
| 6.3.26.2.e | Shall allow agent initiated 3-way calling | CapTel Communications Assistants do not perform the same role as traditional relay call agents. | Clarification of language |
| 6.3.26.2.e | Shall allow agent 3-way during initial outbound or during existing call | CapTel Communications Assistants do not perform the same role as traditional relay call agents. | Clarification of language |
| 6.3.32.12 | Shall inform both parties of change of agent | The non-CapTel subscriber on a call has no way of knowing whether his or her voice is being captioned. A change in Communications Assistant is relevant only to the subscriber. | Clarification of language |
| 6.3.32.20 | Agent shall stay on line until inbound caller hangs up | CapTel calls are direct-dialed calls without call agent interaction in call placement. As with any other direct-dialed call, the connection (and need for captioning service) is broken once either party hangs up. | Clarification of language |
| 6.3.32.23.a | 2-record and relay msg | The CapTel Communications Assistant does not record calls when providing captioning. | Clarification of language |
| 6.3.32.24 | Agents shall wait 3 mins if hold /no activity during operator mode before disconnecting IB caller | CapTel disconnects all calls after 30 seconds if it does not detect a valid CapTel ESN. | No change |
| 6.3.41.6 | Shall provide monthly summary reports # of customer records, # of field entries for reach minimum required field | CapTel does not maintain a master database of customer profiles. CapTel Customer Service maintains the CapTel subscriber's Carrier of Choice information for instances when a CapTel call is handled on a single-line basis. | Clarification of language |
| 6.3.41.7 | Shall report monthly-- instances of suspected fraudulent use of CRS | For California subscribers, Sprint understands that CapTel rejects captioning service requests if the subscriber's NPA-NXX at the time of the call is not in California or if the ESN received is not registered for California. Sprint has requested additional information from CapTel about its fraud prevention procedures. | Clarification of language |